



State of California—Health and Human Services Agency
Department of Health Services



ARNOLD SCHWARZENEGGER
Governor

January 15, 2004

Dear Interested Parties:

RE: The Office of Medi-Cal Procurements Frequently Asked Questions (FAQ's).

The Office of Medi-Cal Procurement (OMCP) has put together a list of FAQ's to help potential bidders understand the procurement process. Although the answers to these questions are usually standard procedure for most procurement's they may change at the discretion of OMCP. Please refer to the Request for Proposal (RFP)/Request for Applications (RFA) that you are interested in bidding on for more information. Thank you for your interest in the OMCP.

Sincerely,

Donna Martinez, Chief
Office of Medi-Cal Procurement



Do your part to help California save energy. To learn more about saving energy, visit the following web site:
www.consumerenergycenter.org/flex/index.html



State of California—Health and Human Services Agency
Department of Health Services



DIANA M. BONTÁ, R.N., Dr.P.H.
Director

ARNOLD SCHWARZENEGGER
Governor

What is OMCP?

The Office of Medi-Cal Procurement (OMCP) was established to serve as an internal consulting and advisory group with the Department of Health Services to perform major procurements conducted by the Medi-Cal program.

How is the RFP/RFA developed?

Program experts in conjunction with OMCP staff develop the procedures for the RFP/RFA.

Is there a question and answer period when the RFP/RFA is released? Are questions published to prospective bidders?

Yes, there is a question and answer period. OMCP will mail the questions to all of the Proposers on our mailing list and simultaneously post the information on our website. Normally, OMCP will put an announcement on the RFP/RFA home page that alerts Proposers that something has been added to one of the various segments.

Will Proposers be asked to write the Letters of Intent?

If a Mandatory Letter of Intent is required, OMCP will provide a standardized form that can be filled out and sent in by mail or fax. OMCP recommends faxing the Letter of Intent. If you mail the Letter of Intent, OMCP recommends that you use FedEx, UPS or another service that guarantees delivery. Please allow sufficient time for delivery to our office.

Will you confirm receipt of the Letter of Intent?

Yes, especially if you fax! We ask that you do not call. We use an online fax system when we expect a large number of faxes. If you call and try to confirm, it may take a couple minutes before we are able to do so. We prefer to send you back a confirming fax just so you know that we received the fax. Due to certain logistical issues with larger procurements, OMCP prefers to use e-mails. For example, if we have something that we need to clarify on your proposal, we can tell you we have a Clarification Letter coming to you and we want to confirm that you received that. It is easier with larger procurements than a phone call, so we try to take advantage of technology as much as possible. So it will be important that if you have an e-mail address available that you provide DHS with that information.

Will you accept Letters of Intent or Proposals that are received after the deadline?

No, we do not accept Letters of Intent or proposals after the deadline. Even if they are one minute after the deadline, we cannot accept it because it would subject the Department of Health Services to possible litigation.

What documents should be included on the CD-ROM?



State of California—Health and Human Services Agency Department of Health Services



DIANA M. BONTÁ, R.N., Dr.P.H.
Director

ARNOLD SCHWARZENEGGER
Governor

One (1) complete copy of the Proposers Technical and Cost Proposals must be included on CD-ROM. The CD-ROM information must be in any standard DHS platform, i.e. Microsoft Word, Excel or Adobe. Any document requiring a signature or that cannot be electronically copied should be scanned and placed on the CD-ROM in a PDF file.

How does OMCP conduct the evaluation process?

One of the goals of the Office of Medi-Cal Procurement is to set our process up in such a way that Proposers feel very confident about an unbiased review of the proposals. There are varying levels of staff that participate in the evaluation process.

A Preliminary Review Committee will consist of a team lead from both the Office of Medi-Cal Procurement and from the Medi-Cal program area for which the procurement is being performed. The Preliminary Review Committee will convene to review each proposal for timeliness, completeness and initial responsiveness to the RFP/RFA requirements.

A second level review team called the Evaluation Scoring Committee (ESC) is made up of program experts and non-program experts. Medi-Cal program staff are interviewed to see how their knowledge can best be utilized during the evaluation process. There is never less than two program staff evaluating a particular area. Nor is there any one team that will evaluate a proposal from beginning to end. This is done to eliminate the possibility of bias. Each evaluator independently reviews the proposals and does not discuss any part of the evaluation process outside the presence of a Team Lead. Evaluators do not consider any other information than what is required in the RFP and provided in the proposal. Evaluators must include comments after each evaluation question they score to support why they have given each question a particular score. This is important if there are scoring discrepancies within a team that require resolution.

A third level review is the Rating Review Committee (RRC). After the ESC reads the submitted proposals and determines a score for each question, the RRC reviews the individual evaluator comments and compares it to the scores, to determine if there are any anomalies between the score and comments. The RRC specifically looks for questions that are scored high with no justification to support the score; has the evaluator scored a question low with no justification or have they made comments that don't appear to be appropriate or applicable to the score given; has the evaluator demonstrated a bias? The next step involves comparing the scores between the team members. The RRC will determine if any scoring anomalies have occurred between team evaluators. Anomalies will be discussed and resolved if possible. At the conclusion of this process, a fourth level review group may be involved. They are called an Executive Review Committee (ERC). The purpose of the ERC is to assure the procurement process was conducted appropriately. The ERC may request the DHS internal audits staff to review the process and present any findings regarding what occurred during the procurement.

What type of security is there to ensure the Proposers information is kept confidential?

The OMCP staff takes security very seriously and has incorporated the following standards to help protect the confidentiality of the proposals and the impartiality of the evaluators.

- All staff must read and sign a Security and Confidentiality, Disclosure and Non Conflict of Interest agreements prior to the review of the technical proposals.
- All staff must wear their designated OMCP badge during the evaluation. Security guards will not let staff enter the building without their OMCP badge.
- All work materials and copies of the proposals are kept in a working vault. Each reviewer evaluates the proposals anonymously and will be assigned a designator and a box to store materials. When the working vault is not in use it is locked for security purposes.



State of California—Health and Human Services Agency
Department of Health Services



DIANA M. BONTÁ, R.N., Dr.P.H.
Director

ARNOLD SCHWARZENEGGER
Governor

- Evaluators must sign out/sign in all proposals on the log sheets provided, and pick up and return their own workboxes. Only OMCP and evaluation staff may enter the vault.
- The contents of all proposals and any correspondence, addenda, financial data, memoranda, working papers, or any other medium which discloses any aspect of a proposal submitted in response to this RFP are held in the strictest confidence until the Notice of Intent to Award the contract is posted. After such notice, all materials are considered to be public record and available to the public.

Will OMCP be ranking the responses against other respondents or will you simply determine whether or not a minimum threshold of acceptability has been met?

OMCP's evaluation process determines if the proposal meets a minimum threshold of acceptability.

Are there reasons for a proposal to be disqualified?

Yes, the RFP/RFA outlines specifically in the document how a Proposer can be disqualified for being non-responsive. Our goal is to have competition, therefore, OMCP looks for every opportunity to resolve an issue without disqualifying a proposal. Prospective bidders should always pay close attention to the requirements and include everything. The RFP/RFA provides bidders with a Certification Checklist to assist in making sure bid packages are complete.

Can questions in the RFP/RFA be thrown out?

During the evaluation process, OMCP may identify a question that a majority of proposers have interpreted the expected response incorrectly. If this occurs, OMCP will document what questions were not evaluated.

When is the Cost Proposal evaluated?

The Cost Proposal evaluation will begin when the Technical Proposal evaluation process has been completed, reviewed and approved by the various review committees.